

Action Plan for Hawaii

PRIORITY ONE: Create a Warm Welcoming Atmosphere and Welcoming Clinical Practice.						
Strategy(-ies)	Action(s)	Manager ¹	Implementer ²	Expected Outcomes	Benchmarks	Completion Date (Estimated)
Strategy 1.1 SYSTEM Create a universal welcoming policy	Action 1.1.1 Identify key stakeholders (including consumers and a broad representation of groups affected by the policy)	Lokelani Laybon	Lokelani Laybon	Stakeholders Identified	Stakeholders Identified	5/9/04
	Action 1.1.2 Provide stakeholders background information on why this P&P is being created	Lokelani Laybon/Eva Kishimoto	Lokelani Laybon/Eva Kishimoto	Stakeholders demonstrate knowledge	Stakeholders demonstrate knowledge	
	Action 1.1.3 Convene ad hoc work group for co-occurring disorders	Lokelani Laybon	Lokelani Laybon	First meeting of ad hoc working group convened	First meeting of ad hoc working group convened	5/23/04
	Action 1.1.4 Get consensus on what the policy will be	Lokelani Laybon	Ad hoc working group for co-occurring disorders	That there will be consensus on what the policy will be	100% will agree	6/6/04
	Action 1.1.5 Draft the document	Lokelani Laybon	Ad hoc working group for co-occurring disorders	Draft Document	Broad circulation of the draft	7/01/04
	Action 1.1.6 Develop mechanisms for reviewing the policy	Lokelani Laybon	Ad hoc working group for co-occurring disorders	Review mechanism developed	Review mechanism developed	7/01/04
	Action 1.1.7 Define mechanisms of evaluating	Lokelani Laybon	Ad hoc working group for co-occurring disorders	Evaluating mechanism developed	Evaluating mechanism developed	7/01/04
	Action 1.1.8 Implement	Lokelani Laybon	Governor’s Cabinet	Every program will have agreed to the welcoming policy and develop procedures	A plan will be determined on the development and implementation of the welcoming policy	7/01/05
	Action 1.1.8 Continuous Quality Improvement	Lokelani Laybon	Governor’s Cabinet	All programs will have submitted their policies & procedures	80% will have submitted policies & procedures	1/15/05

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Strategy 1.2 PROGRAM Create a welcoming policy that is consistent with the strategy in 1.1	Action 1.2.1 Define how we will require that programs develop and implement policy	Lokelani Laybon	Division Directors	All programs will develop policy and procedures		1/01/05
	Action 1.2.2 Define how policy gets implementation	As appropriate	Program	The Welcoming Policy will be in place	To be determined	6/01/05
	Action 1.2.3 Define and implement the monitoring process	Program director or as appropriate	Programs	Monitoring process in place	CQI in 3 to 6 months	6/01/05
	Action 1.2.4 Define the feedback loop from the monitoring	Program director or as appropriate	Programs	Feedback policy	CQI in 3 to 6 months	6/01/05
Strategy 1.3 CLINICAL PRACTICE* Create the guidelines in regards to the welcoming policy	Action 1.3.1 Develop, write and disseminate mechanisms for creating clinical practice guidelines	Program director/ supervisor	Program director/ supervisor	Guidelines developed	Guidelines developed	1/01/05
	Action 1.3.3 Train staff and implement the guidelines					
	Action 1.3.4 Monitor the implementation of guidelines					
	Action 1.3.5 Define the feedback loop from the monitoring					
	Action 1.4.1 Develop curriculum for staff training					
Strategy 1.4: STAFF DEVELOPMENT Train staff on welcoming practice	Action 1.4.2 Provide the training					
	Action 1.4.3 Monitor and evaluate the training					
	Action 1.4.4. Revise curriculum as indicated					

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	Barriers and/or Situational Changes	Immediate Next Steps (including potential technical assistance needs)				
Progress to Date						

¹ The Manager is the individual responsible for coordinating each action.

² The Implementer is the individual (or entity) responsible for carrying-out each action.

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PRIORITY TWO: DEVELOP A CHARTER DOCUMENT (guiding document identifying purpose, mission, expectations~ see attachment)						
Strategy(-ies)	Action(s)	Manager	Implementer	Expected Outcomes	Benchmarks	Completion Date (Estimated)
Strategy 2.1 SYSTEM Create a document that is consistent with vision and expectations (which includes role of leadership and tells reader the next steps.)	Action 2.1.1 Gather research and sample charters and other relevant information					
	Action 2.1.2 Develop framework of document; build consensus – who should be at the table (including consumers and families), content					
	Action 2.1.3 Draft the charter					
	Action 2.1.4 Conduct consensus review prior to implementation					
	Action 2.1.5 – Finalize and Disseminate Charter					
	Action 2.1.6 Define mechanisms for annual review and improvement					
Strategy 2.2 PROGRAM Obtain programs collaboration to develop the program level priorities	Action 2.2.1 Convene program directors and orient to the process					
	Action 2.2.2 Identify priorities					
	Action 2.2.3 Build consensus for identified priorities					
	Action 2.2.4 Incorporate identified priorities into document					
Strategy 2.3 CLINICAL PRACTICE	Action 2.3.1 Convene a gathering of cross-section of affected staff to orient them to the process					

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Obtain staff and clinicians collaboration to develop priorities	Action 2.3.2 Identify priorities					
	Action 2.3.3 Build consensus for identified priorities					
	Action 2.3.4 Incorporate identified priorities into the document					
Strategy 2.4 CLINICIAN DEVELOPMENT	Action 2.4.1 Build Consensus about training needs ` define means for how we'll identify the training needs					
	Action 2.4.2 Incorporate into charter document					
	Action 2.4.3 Define the benchmarks or outcomes measures					
Progress to Date		Barriers and/or Situational Changes			Immediate Next Steps (including potential technical assistance needs)	

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